Messages

The Messages tab is where all messages are accessed.

- Select **Messages** to see a list of your existing messages, or to start a new one.
- Along the left side of the Messages are icons that designate message status.

Icon	Message Status
●	Unread
!	Urgent Unread
↑	Sent
↰	Replied

Composing a Message

To start a new conversation:

1. Select the **compose** in the middle bottom of the screen.

2. To find the person you wish to reach, you can use **Search, Pinned Contacts, My Favorites, Local Groups, or Recently Contacted** to quickly find your desired recipient.

3. To **Search**, type the name of the person or broadcast group you wish to reach in the Search bar. Search results update automatically as you type.

perfect**serve**.
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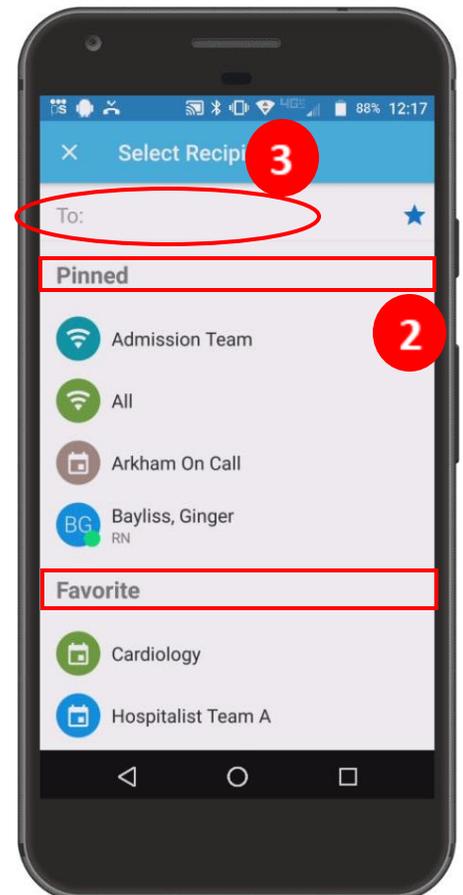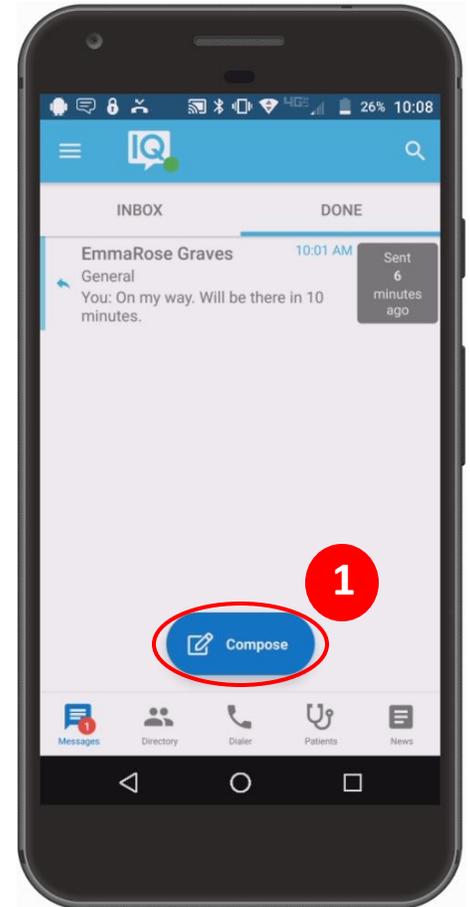
Composing a Message *continued*

4. **Select** the message type you need to display the message template.
   - Message fields will change based on the template selected.

5. Select **Attach** to attach photos to your message or record a voice memo, **Options** to access the message options.
   - **Attach** = Access your phone's camera to take and attach a picture. You can also select to attach an existing photo from your phone's photo library. Images will not save on the phone and are stored on Telmediq's secure platform to ensure HIPPA. Record and send an audio message. Audio messages will not save on the phone and are stored on Telmediq's secure platform to ensure HIPPA.
   - **Options** = Display message options such as allow replies or reply notifications to toggle them on/off if available.

6. When finished, click **Send**.

7. Below the message, you will find the date and time you sent the message. You will also find the Sent/Read status of your message.
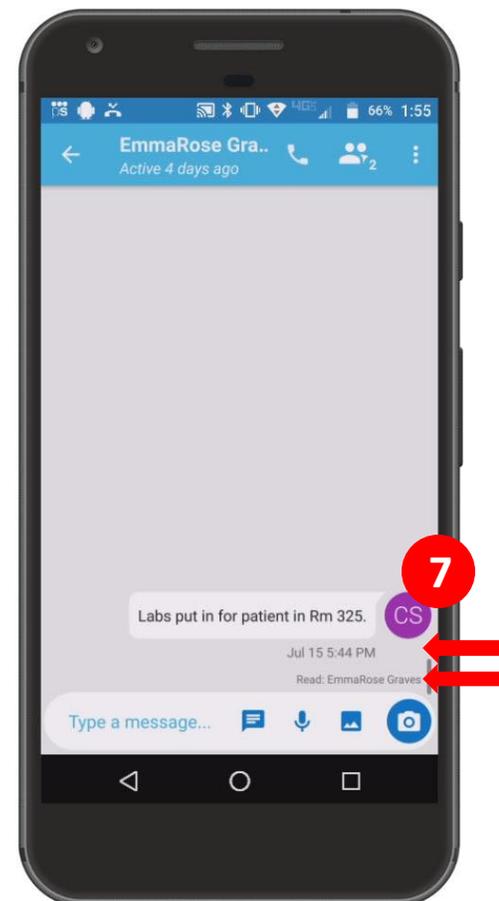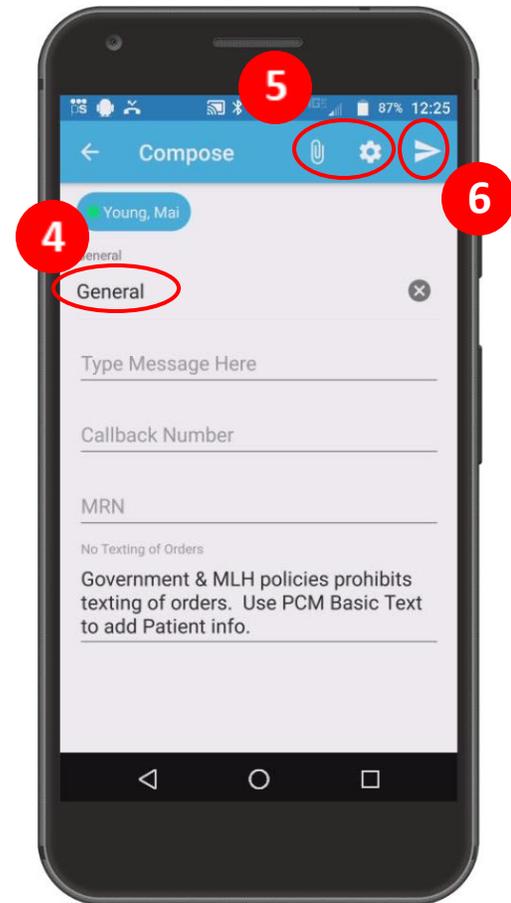
Responding to Messages

1. Select the conversation you wish to respond to in your **Messages**.

2. To reply via text, tap the **Type a message** field to start typing your message. When finished, press **Send**.
   - **Camera** = Access your phone's camera to take and attach a picture.
   - **Photo** = Access your phone's library to attach a saved picture.
   - **Record** = Record and send an audio message.
   - **Quick Response** = Select a templated quick response message to send.

3. To reply via a call, press the blue phone icon next to the sender's name and select **Call**.
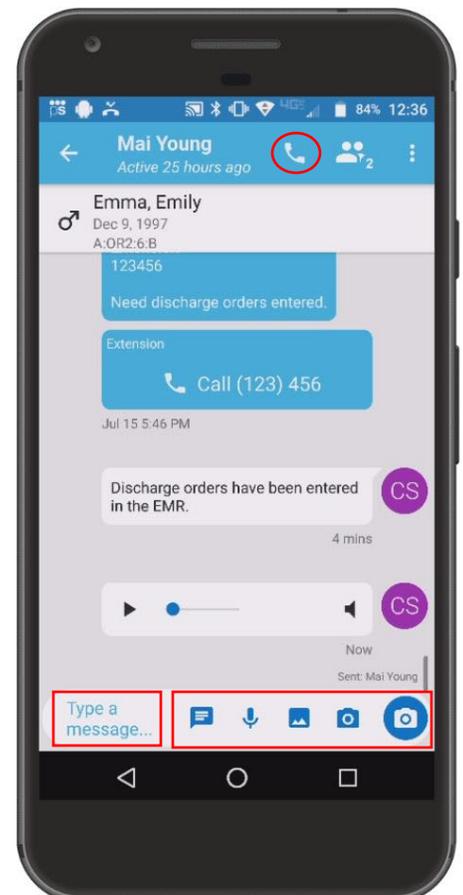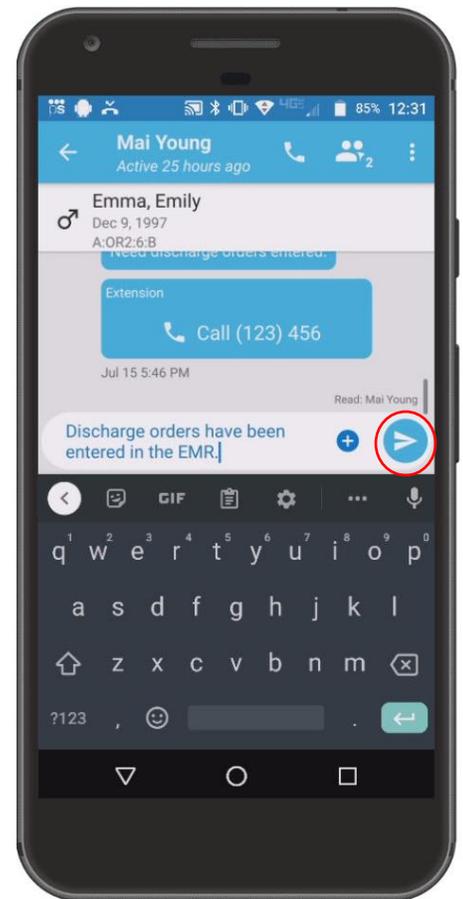
Marking Your Message As Done

When you no longer need the message to be active in the Inbox tab of your Messages, you can now archive them to the **Done** tab of your Messages.

1. From the main **Messages** tab, swipe the message to the right; select **Mark as Done.**
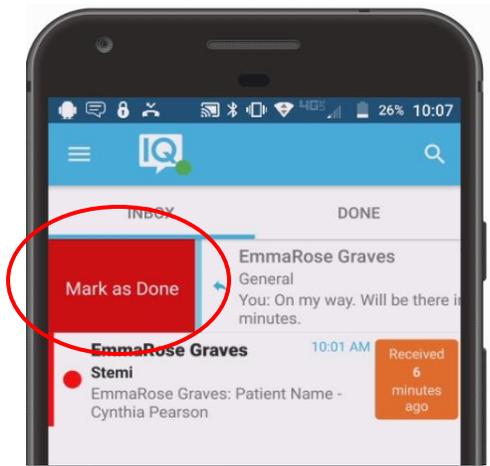
2. All messages marked as done can be found in the Done tab of your Messages.
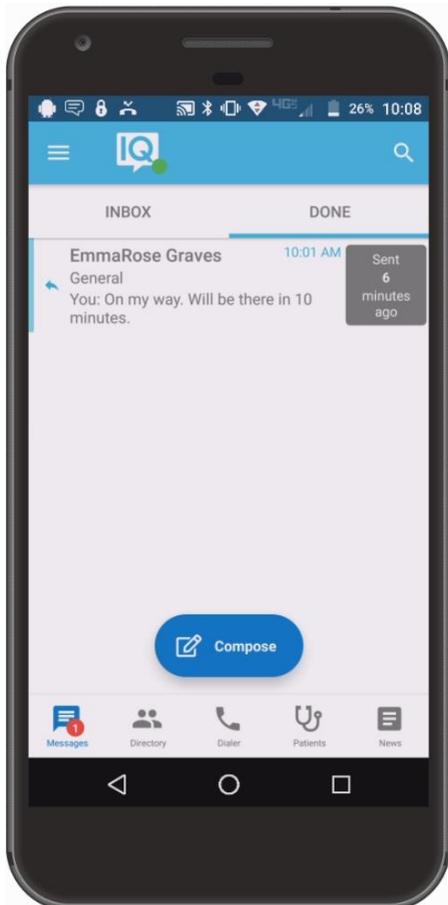
Note: A message must be read before it can be marked as done.